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Applicants: Craig Reding et al.

Serial No.: 09/154,965

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Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING  
OF TELEPHONE CALLS INCLUDING CALLS REQUESTING  
DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION

Group Art Unit: 2761

Examiner: To be assigned

ASSISTANT COMMISSIONER FOR PATENTS  
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Washington, D. C. 20231

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S I R:

SUBMISSION OF FORMAL DRAWINGS

Submitted herewith are thirteen (13) sheets of  
formal drawings (Figs. 1-10) in connection with the above-  
captioned application.

Respectfully submitted,

June 6, 2000

Michael P. Straub  
Michael P. Straub, Attorney  
Reg. No. 36,941  
Customer No. IDON601137  
(732) 335-1222



STRAUB & POKOTYLO  
Attorneys at Law  
One Bethany Road  
Suite 56, Building 4  
Hazlet, New Jersey 07730

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Michael P. Straub  
Michael P. Straub

36,941  
Reg. No.

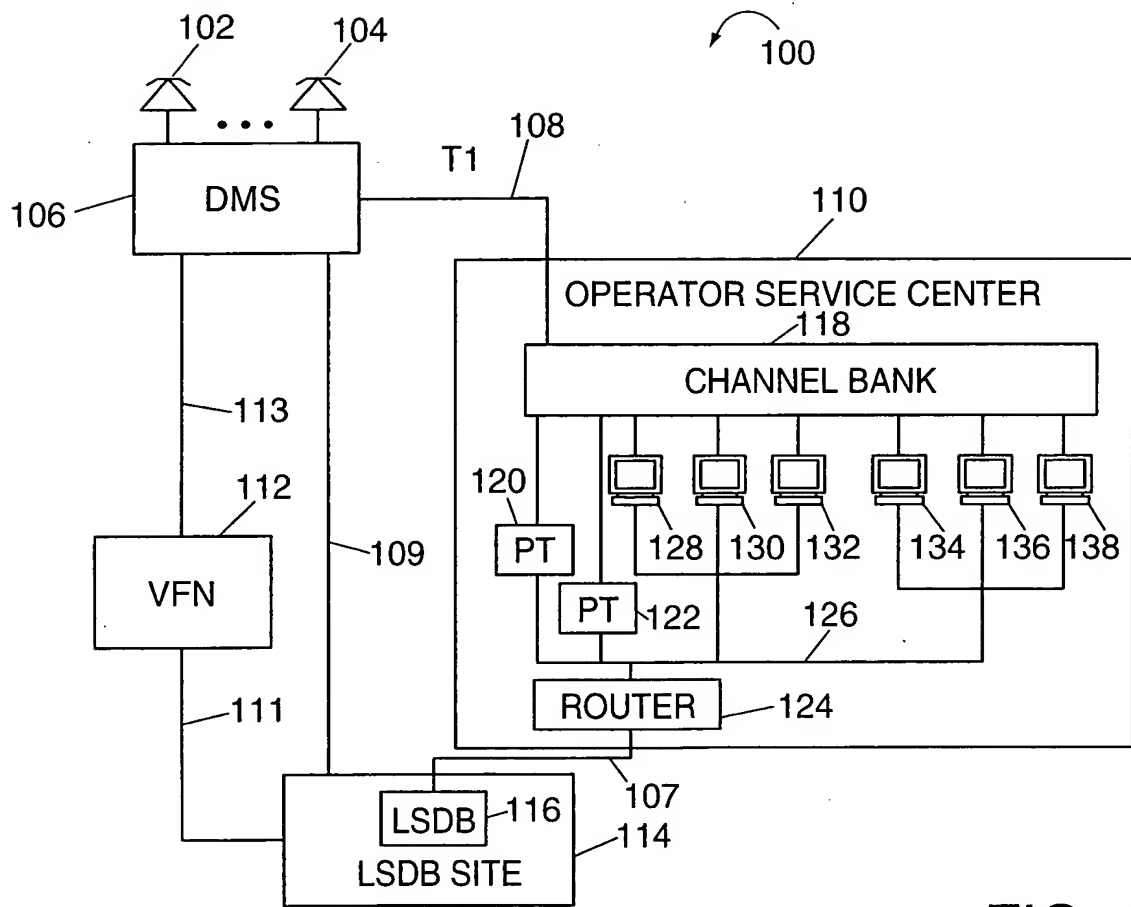
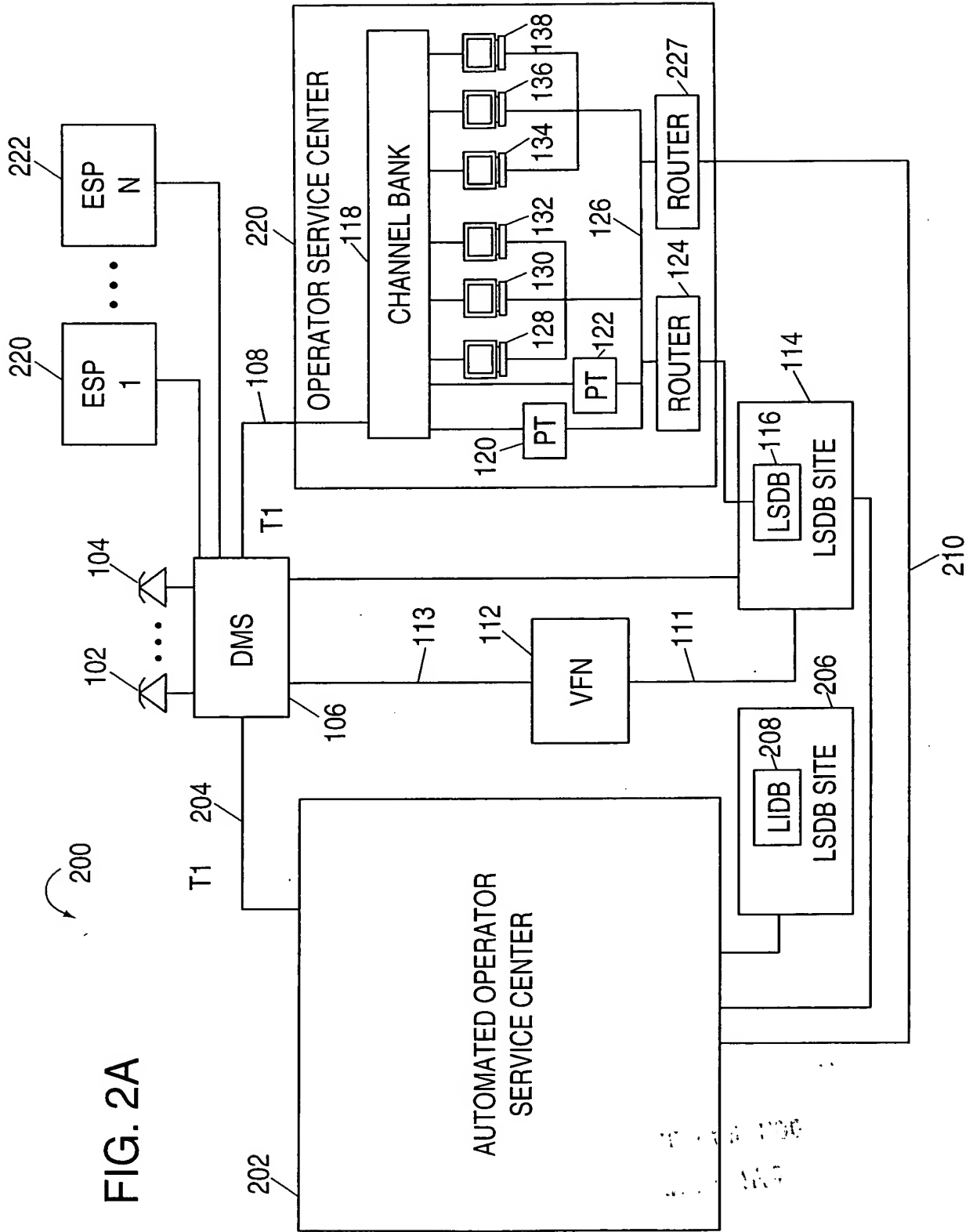


FIG. 1

PRIOR ART

200

FIG. 2A



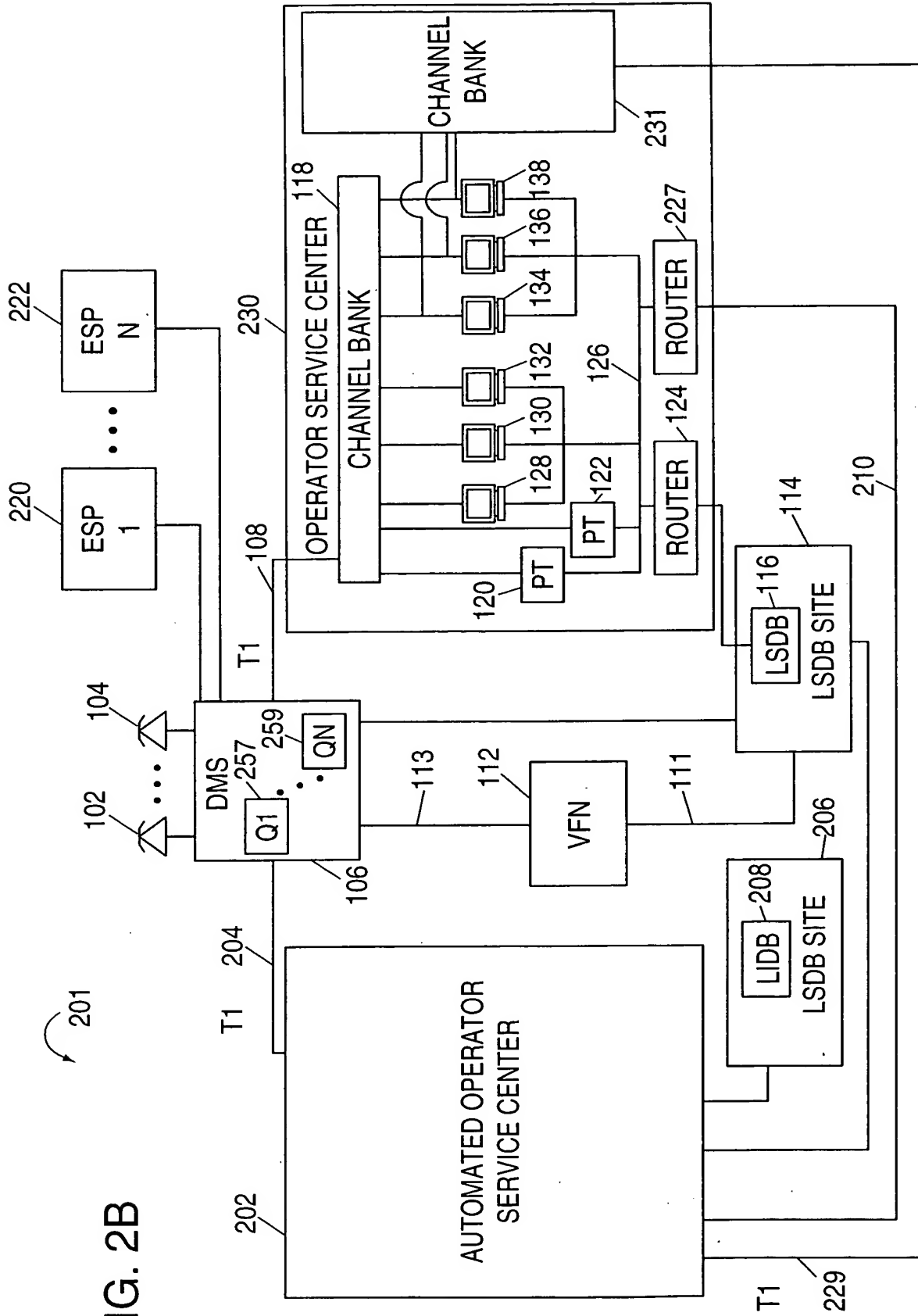


FIG. 2B

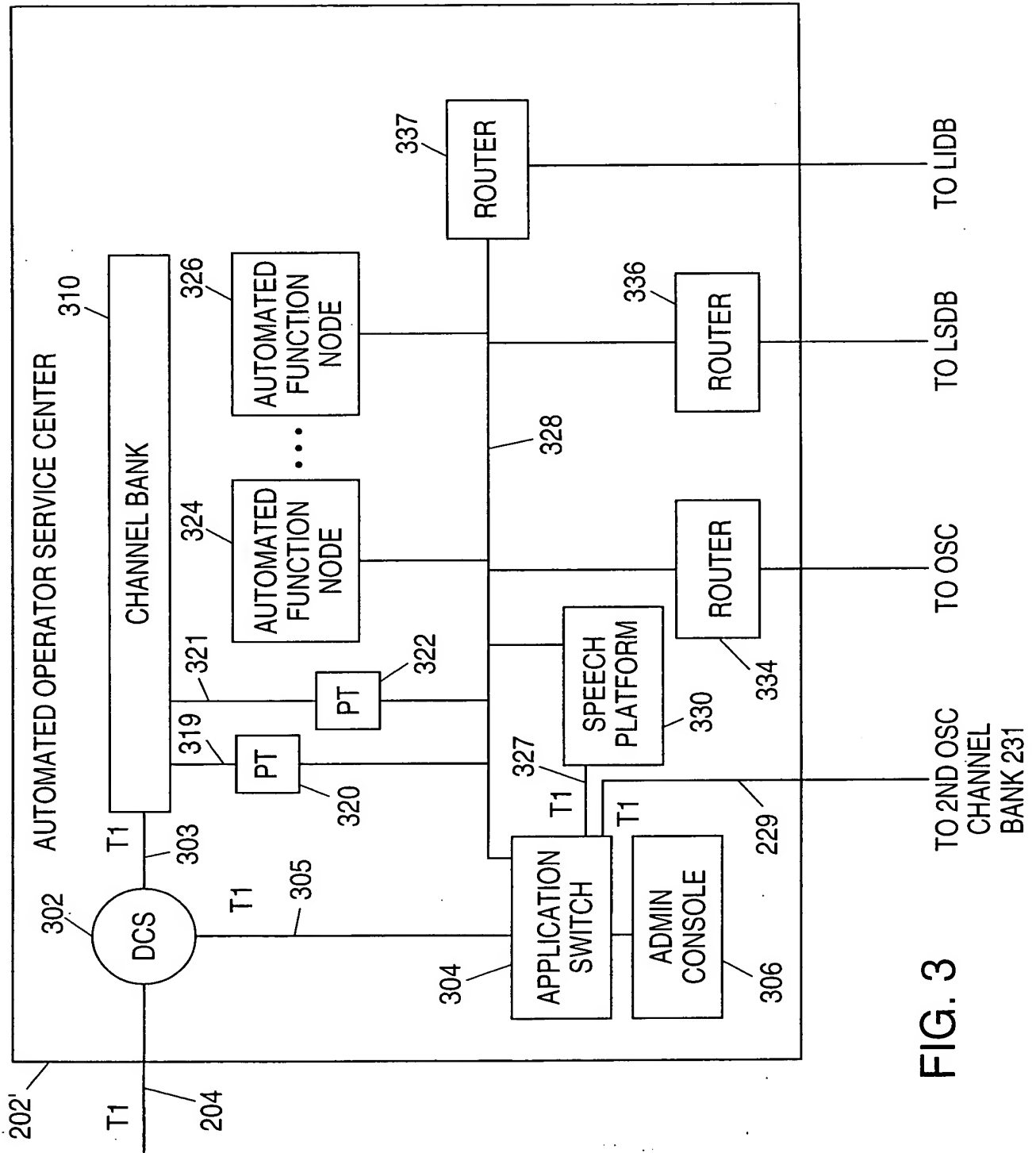
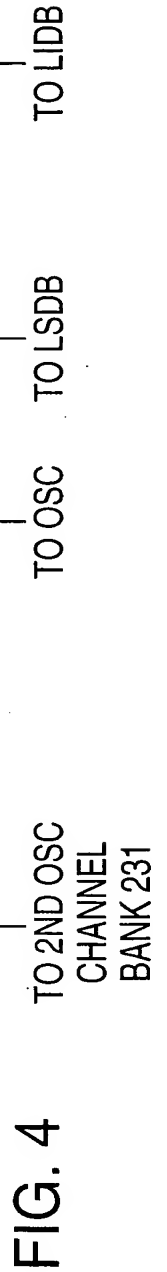


FIG. 3



**FIG. 4**

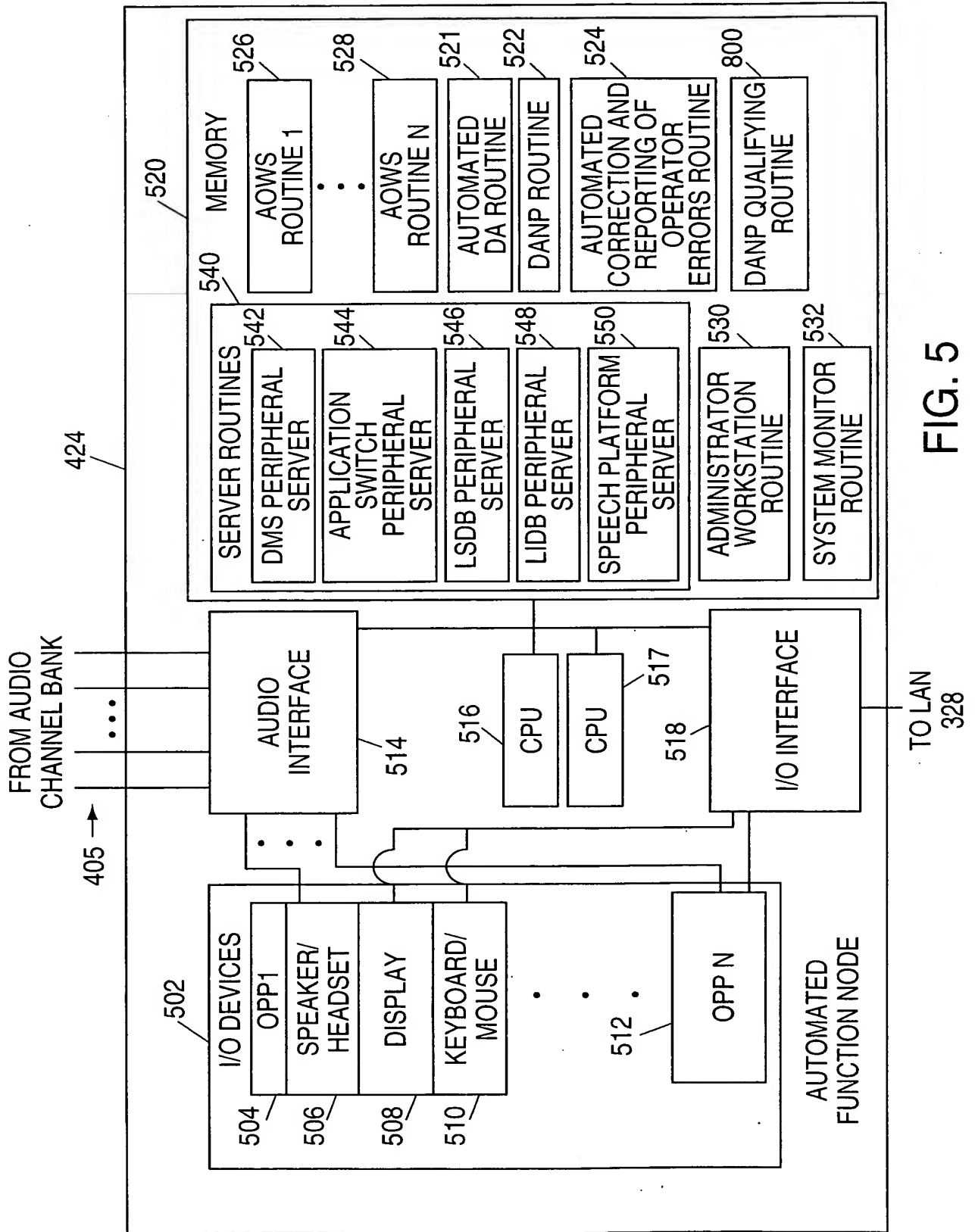


FIG. 5



FIG. 6

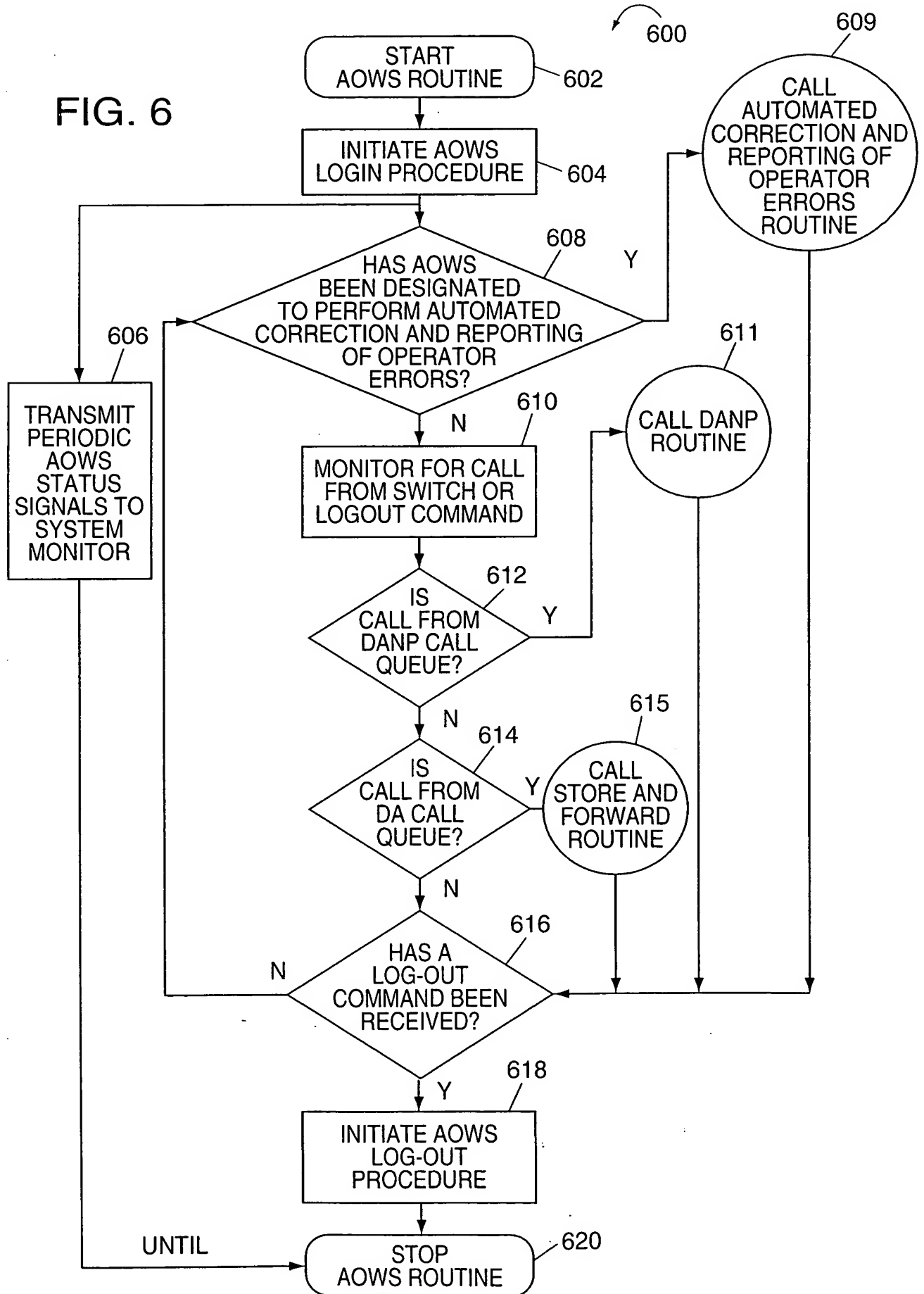


FIG. 7A

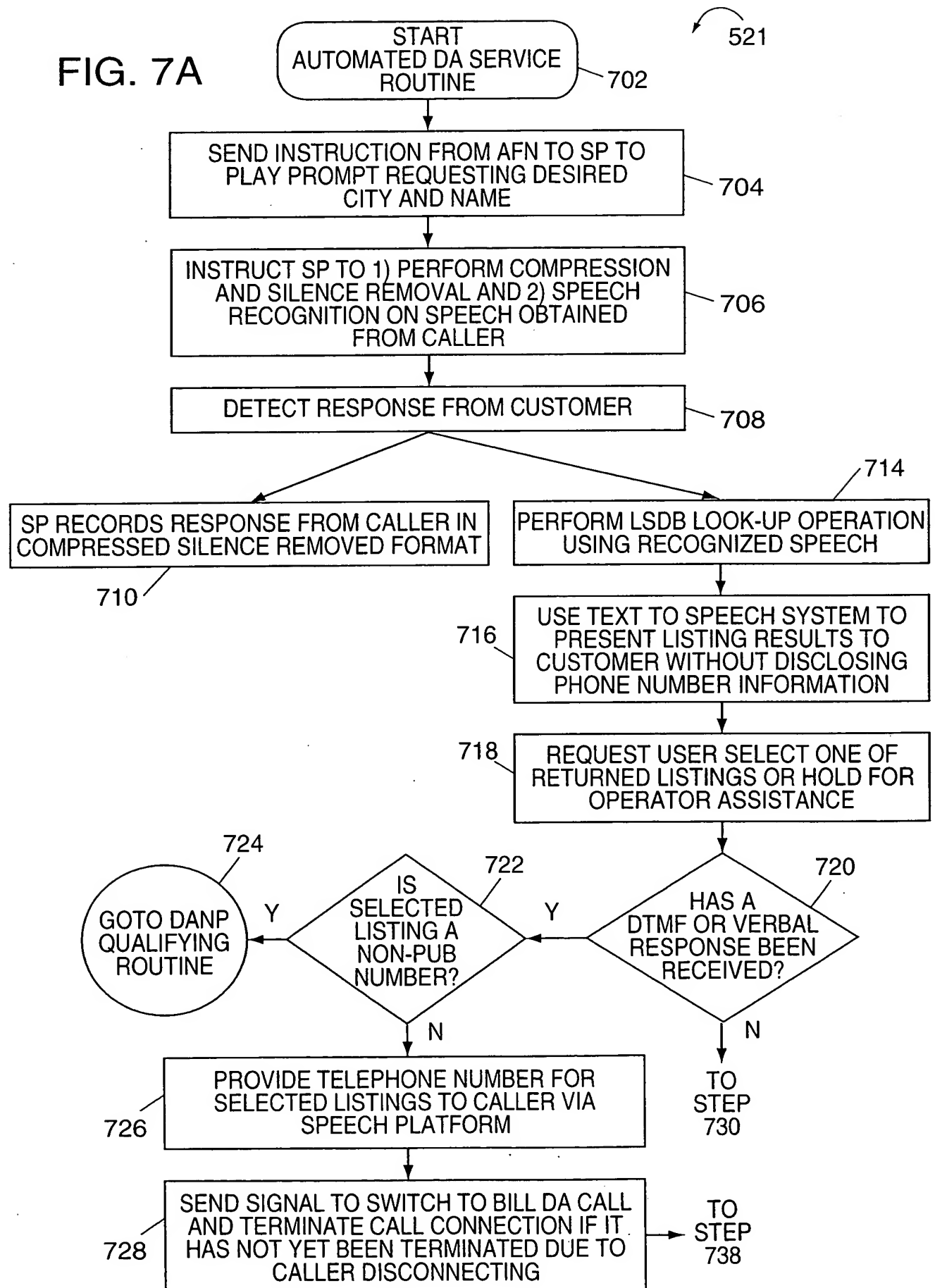
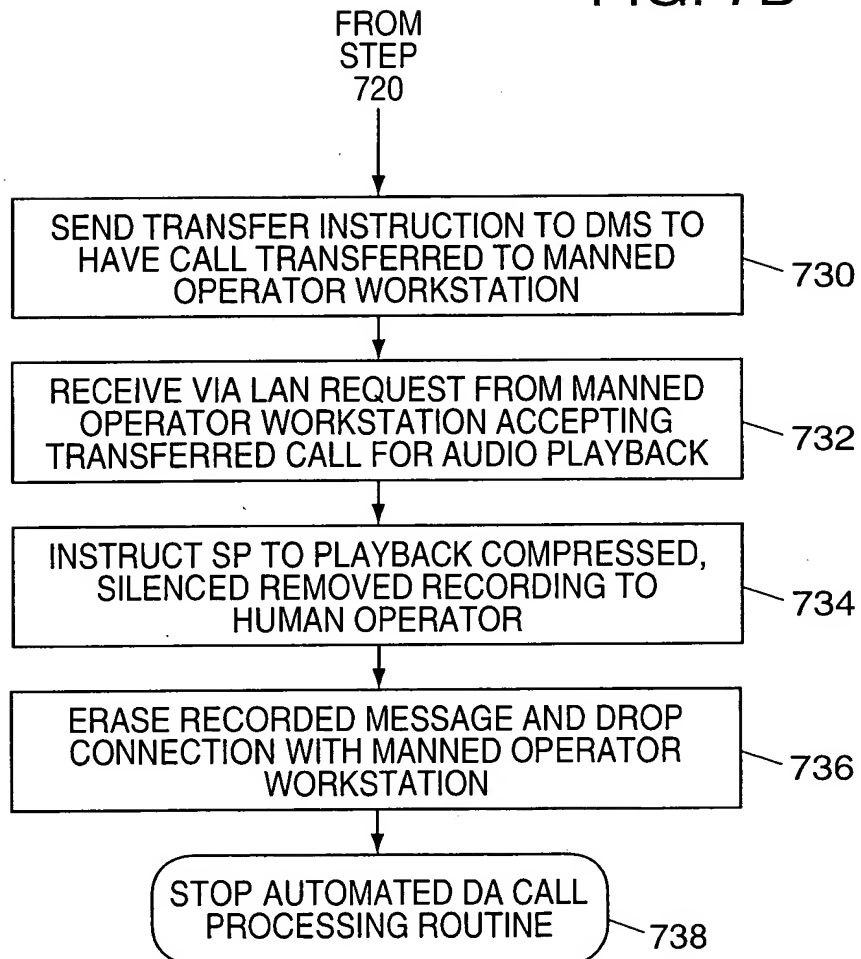


FIG. 7B



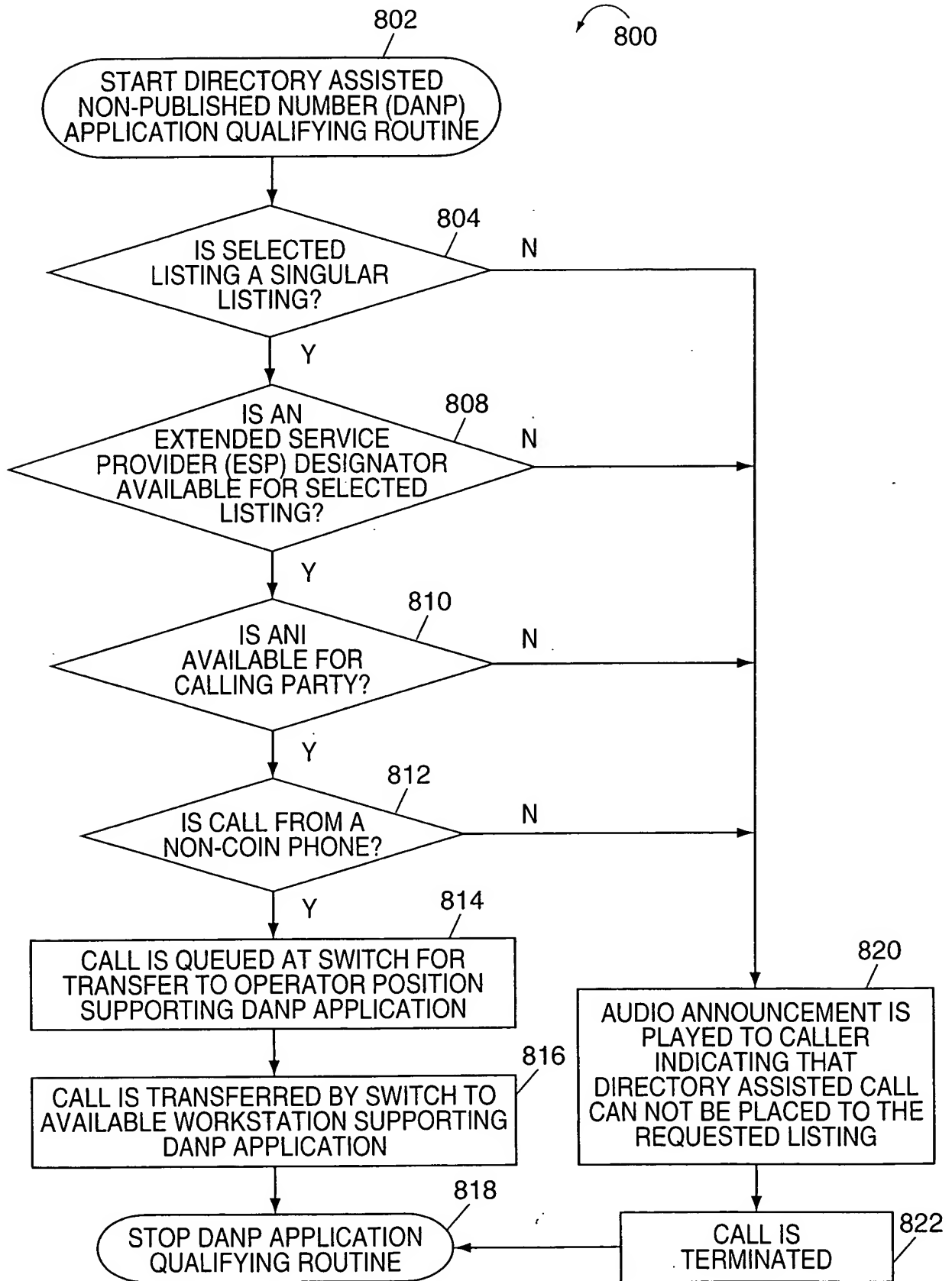
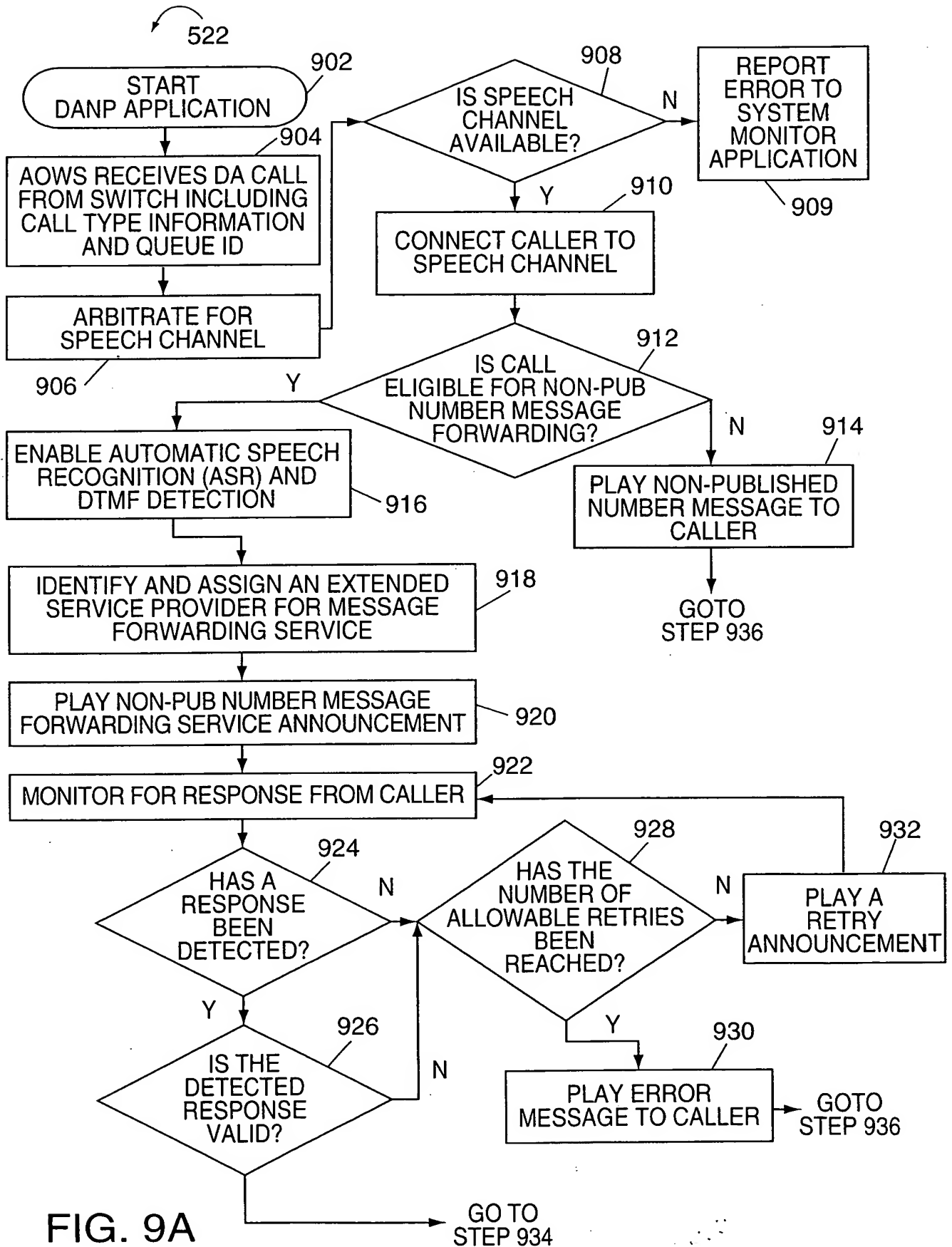


FIG. 8



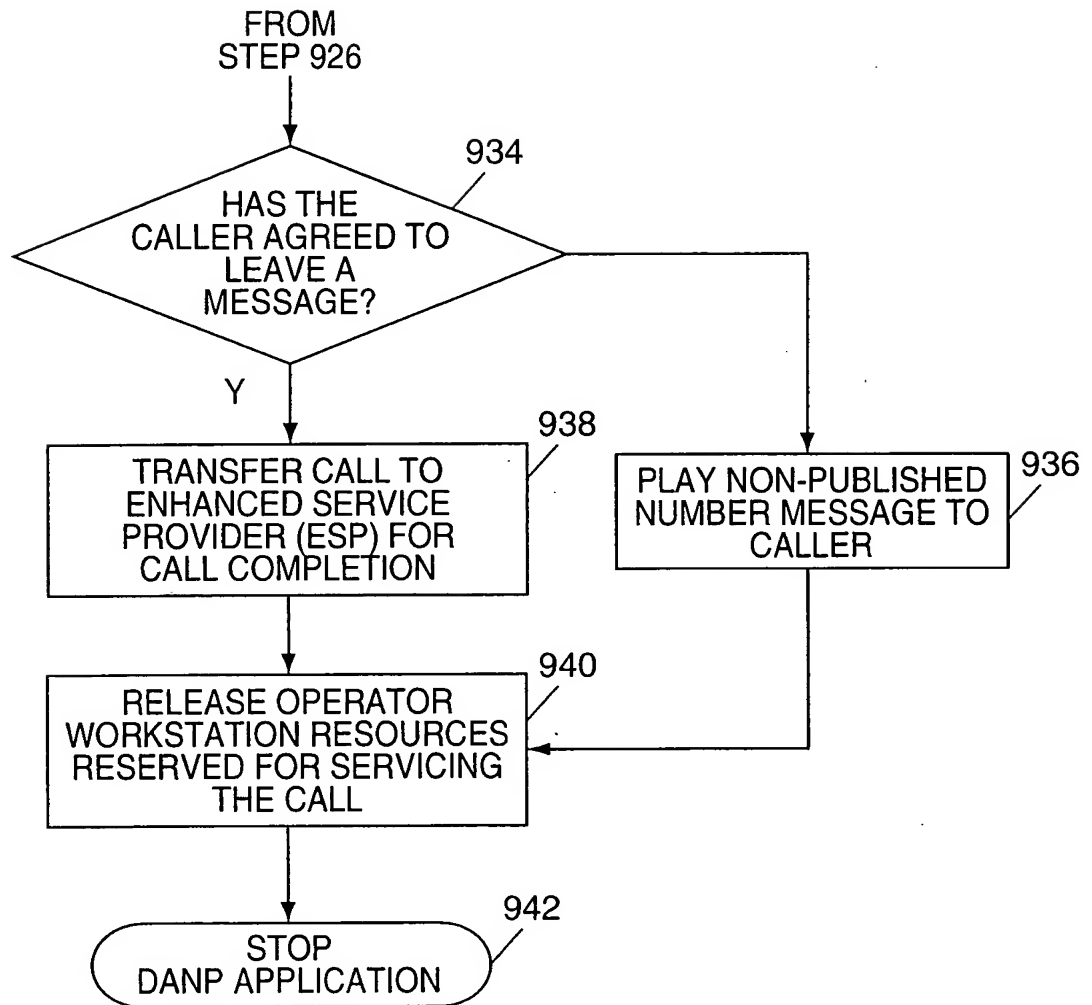


FIG. 9B

FIG. 10

